IFLA

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knowledge management section

the voice of global KM

Inside this issue

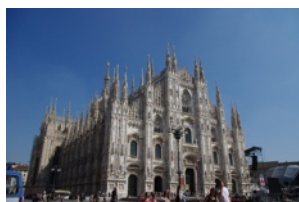For any comments on the newsletter, please contact newsletter editor Christel Mahnke   mahnke@tokyo.goethe.org

From the Chair

Xuemao Wang,

Chair of KM Standing Committee

Greetings, KM Members!

I'm honored and excited by this opportunity to address you in my first KM Chair column. The KM standing committee has been very busy since Milan 2009 conference, where we discussed some key issues like „branding" the KM section inside IFLA and as vital part of the worldwide KM community, updating our strategy and improving our communication.

We are looking forward to a productive year in 2010. The main theme of our 2010 work plans and some early progresses are reported below. After Milan conference, I started SC Leadership meeting.

Participating leaders comprise: Sally McCallum, secretary of KM section; Christel Mahnke, newsletter editor KM section; Agnes Hajdu Barat, 2010 Gothenburg programming chair; Jane Dysart, infor-mation officer of KM section. The leadership team has been meeting monthly via Skype. I am pleased to report the progress we have made in some key areas:

- WLIC 2010 Gothenburg: KM main program is decided and the call-for-paper is published (see page 5 of this newsletter). Thanks for programming chair Agnes' dedicated work. We are also partnering with other IFLA groups like Law, Continuing Professional

From the Chair

Development, and IT on programming for the 2010 Gothenburg conference.

- Strategic plan: The strategic plan is being updated to realign with IFLA's strategic direction, as well as with the direction we anticipate the future of knowledge management in the library and information services sector. I will be soon appointing a small taskforce team to work with me on this important project. We will also consult with SC members feedback once a draft is done by taskforce team.

- Communication: we made progress on updating KM Web site, leveraging social networking tools such as creating and establishing presence on Facebook, LinkedIn, etc. A KM blog is soon to come. We gave a facelift to our newsletter, and hope you like the results. Please let us now, if you have suggestions for further improvement.

Thanks to both Jane, Christel and other members for their contributions.

Looking ahead, we will update the KM section printing and web brochure and work on the KM section branding strategy, as well as membership recruiting strategy.

Starting Gothenburg conference, in addition to formal SC meetings, we are planning a informal dinner or a drink gathering for all SC members and colleagues who are interested in working with the KM section. Stay tuned for more details. As some of you have already seen, KM is now active on Facebook and LinkedIn. Please join the groups named IFLA KM: The Voice of Global KM on both neworks. I hope to connect with many of you using that technology. Also, keep your eye out for a new look to the KM website.

I want to express my special appreciation to our section secretary Sally

Hart McCallum and our newsletter editor Christel Mahnke. Sally's extremely dedicated work and her detail-oriented style helped me to keep everything in line. Christel's talent and skills in newsletter designing and editing speak for themselves with this much-improved new issue of our newsletter. Last, but not the least, I want to thank all SC members for their contributions to this issue of the newsletter.

I wish you all a safe and happy new year!

Yours,
 Xuemao Wang
Chair, IFLA KM Standing Committee

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KM in Milan

Workshop: Removing Barriers to Knowledge Sharing

August 21, 2009: the streets of Milan were empty, most builings closed. The Public Library Milan, located in the beautiful historic Palais Sormani, opend its doors exclusively for us. Library director Aldo Pirola explained the old and precious paintings on the wall of the conference room: Orpheus is charming the animals of the world with his music. When the room was painted, Australia and South America were widely unknown to Europe, therefore the animals from these continents are missing. A good example, how knowledge is shaping our view of the world.

The presentations introduced the ‚NATO Defense College' library in Rome and the public library of Vlissingen, Netherlands (see page 6 for links to speakers and slides).

Karolien Selhorst

Both libraries started the implementation of knowledge management, with the aim to use the staff's knowledge in the best and most efficient way. All library work, from customer relation to internal organization, is now focused on cooperation and knowledge sharing.

The workshop's participants exchanged their experience from the workplace: not all the staff is happy about change, and even ‚early adopters' might loose their zeal for blogs, wikis and other tools of knowledge sharing in the daily routine. How to keep the spirit alive ?

Alas, there is no universal answer. Solutions have to be found according to the organizatiomnal culture and requirements of customers and staff. As both speakers pointed out, knowledge management is not done just once, but an ongoing process with an open end.

Knowledge Management Session August 25, Tuesday

Social computing tools for learning and knowledge sharing

The joint session with the sections ‚Library and Research Servies for Parliaments' and ‚Information Technology' presented tools and techniques of social computing for cooperative learning and knowledge sharing. From a small South African company to the Parliament Libraries of Chile and New Zealand, the speakers presented their experiences, including some ‚lessons learned'.

For example, do respect the privacy of your staff: not everybody wants to meet his or her boss as face-book friend!

The Chilean Library of Congress redesigned all services and information products, to bring politics closer to the citizens. Now, everybody can follow debates and the process of lawmaking life on the internet. Citizens can ask their deputies about their political standpoint via the librarie's website. Documents of public interest are available under Creative Commons License.

The library provides training courses and computer facilities for citizens of all age groups. For some members of the parliament, the new openness was difficult to adopt. Libraians as well had to change their way of doing service. It took years to achieve all goals, and some financial investment for workshops with potential users, new websites and a renovation of the building.
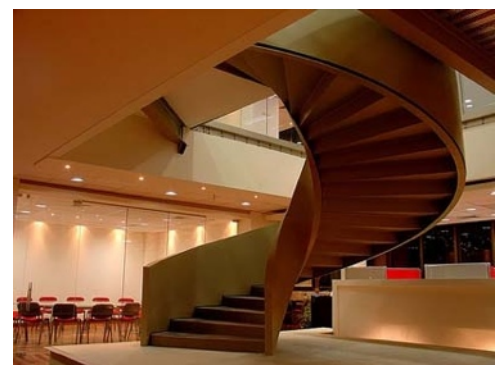

Chilean Library of Congress
(from their flickr album)

Knowledge Management Session August 27, Thursday

Knowledge Advocacy

During this session, theoratical frameworks and case studies for knowledge advocacy through libraries were discussed. Speakers from University libraries in Iran, Italy and Mexico face a ,digital divide' between younger users, raised in the digital age, and (older) librarians. Students and junior scientists work less text-based and more visual, they are looking for quick results and are not used to scrutinize their findings. Libraries should teach information literacy and research skills without patronizing their users. They have to understand and to interpret the wishes and priorities of their users, to open them new ways towards knowledge.

At the same time, libraries and librarians themselves have to change and to be aware (and possibly ahead) of new developments. This requires knowledge sharing between staff on a daily basis. Libraries must be visible as places of knowledge, scholarly communication and academic life. Not only as buildings on campus, but in social networks, as part of conferences and meetings. They might be a node in the network of knowledge, bringing together not only users and media, but fostering networking between users from different backgrounds.

Church in Milan

Links to speakers and presentations

KM Workshop

Karolien Selhors t(Public Library of Vlissingen, Netherlands)
Library KM 2.0: a ,recipe' for improving customer service
 http://bit.ly/KM20lib

KM Session August 25

http://bit.ly/IFLAtuesday

KM Session August 27

Mehri Parirokh (Ferdowsi University of Mashhad, Mashhad, Iran), and others:

A theoretical framework for development of a customer knowledge management system for academic libraries

Manuela D'Urso (Biblioteca Università Bocconi, Milan, Italy)

The evolution of library public services from the staff point of view: The Italian case of the Bocconi Library

Lourdes Feria (University of Colima, Mexico Knowledge Technologies, Mexico)
Knowledge silos

Call for papers of Knowledge Management Section

Älvsborg Brigde, Gothenburg (from wikipedia)

IFLA Knowledge Management (KM) Section provides an international platform for professional communication and understanding of the significance of KM for libraries.

It gives a voice to KM on a global scale and follows developments in KM, promoting its practical implementation within the global library community.

for 2010 WLIC Conference

WLIC Conference 2010

The annual IFLA World Library and Information Congress (WLIC) provides an opportunity to present innovative models, case studies and research about Knowledge Management. Delegates and speakers from all parts of the world come together to discuss new developments and successful practice.

The conference motto for the 2010 Conference in Gothenburg, Sweden is Open access to knowledge - promoting sustainable progress.

This theme highlights two core functions of KM: Providing access to knowledge for all stakeholders of an organization or company, as well as preserving knowledge to guarantee sustainability.

IFLA Knowledge Management Section invites librarians and knowledge managers to submit proposals for papers in a 2-hour session at WLIC Gothenburg, 10-15 Aug 2010

The KM Conference Programme

The Voice of Global KM is the section's theme for 2010. For our 2010 programmes in Gothenburg we are looking for speakers who can highlight, from a global perspective, how access to knowledge is being enhanced. The process of creating, sharing and applying operational knowledge is crucial for any organization or company.

If the organization or company is active on a global scale, barriers of language, culture, technology and geographical distance provide additional challenges.

We invite presentations that showcase:

- Knowledge creation and knowledge sharing across boundaries of language, culture and technology

- Innovative use of technology to support knowledge sharing, joint research and learning (workplace learning, E-learning)

- Case studies in application of Knowledge Management tools which support the success of the organization or company

- We especially invite globally active NGO's, intergovernmental organizations like European Union, as well as global companies.

Opera House, Gothenburg (from wikipedia)

Important Dates and Timelines

Submission: Please send an abstract of approximately 500 words, in English, no later than January 31, 2010 to:

Agnes Hajdu Barat, Programme Chair (hajdu@jgypk.u-szeged.hu).

Both abstracts and full papers should be submitted as a MS Word file by e-mail. The abstracts will be reviewed by Programme Committee members of the Knowledge Management Section.

Please attach a summary of the proposed paper, curriculum vitae of the author(s), contact details, professional affiliation(s), and a brief statement on their career(s). Also, a digital photograph (s) would be useful.

Proposed papers must be original and not have been published elsewhere. Please attach a declaration about originality of the proposed paper and verify that it has not been published anywhere.

Call for papers of Knowledge Management Section

Selection:

Successful applicants will be notified by the end of February, 2010.

The selected presenters for the program at the Gothenburg conference will be asked to submit a formal paper (for inclusion on the IFLA conference website) no later than May 1, 2010.

Papers can be submitted in one of the official IFLA working languages: Arabic, Chinese, English, French, German, Russian, Spanish. Papers should -be submitted with a one-page abstract in English.

Papers should not be longer than 20 pages. Papers must be original and not have been published elsewhere. Selected papers may be nominated by the Section for inclusion in an IFLA publication.

Presentation at the Conference:

A maximum of 20 minutes will be allowed for the presentation of each paper during the Section's session in Gothenburg. Please note, although every effort will be made to provide simultaneous interpretation into other IFLA languages, its availability may not be possible. Therefore presenters are encouraged to use a PowerPoint in English to facilitate understanding of the ideas presented. The PowerPoint for the presentation should be submitted to the Program Chair by 1 July, 2010.

At least one of the authors of the paper must present the paper. Please send a promissory note with your signature verifying intent to attend the IFLA Conference in Gothenburg to the Program Chair.

Unfortunately, the Programme Committee has no funds to assist prospective authors: abstracts should only be submitted on the under-standing that the expenses of attending the Gothenburg conference (including travel, expenses and conference fee) will be the responsibility of the author(s)/presenter(s) of accepted papers. Some national professional associations may be able to help fund certain expenses, and a small number of grants for conference.

Marina, Gothenburg (from wikipedia)

KM groups on Facebook and Linekdin

Jane Dysart

Christel Mahnke

Discussion

How to convince your organization to adopt a KM strategy

Two of many statements -

join the group and read them all

Statement by Marina Hiscock Head of Knowledge Management at Barloworld Logistics Pty Lt

Well, I belief you have to start with the business itself, understand their unique needs for knowledge management, when you can satisfy that need, they will buy into the concept of KM more easily. Also, ... it should be the other way round, your KM Strategy should align and adopt with business strategy.. my 2 sents worth

Statement by Mike Spencer Head of Information at M&C Saatchi

Lots of interesting points here. I am trying to develop a form of knowledge management solution across a comms agency network. Getting the investment for KM for me is about forecasting efficiencies for internal processes (technical solutions or time saving initiatives) and enhancing the company reputation externally, by which I mean communicating you have all the right tools at your fingertips to others (people, knowledge, skills etc).
(read more on Linkedin)

What is your subject for the next discussion in KM Groups?

Please join the group
IFLA KM: The Voice of Global KM

Curriculum Vitae Xuemao Wang

Born and raised in Chongquing, China

After graduation in LIS at Wuhan University,
work as academic librarian in China

Moved to U.S. in 1991, completed two more LIS master' degrees

Worked for Queens Borough Public Library (NY) and
Metropolitan NY Library Council, completed MBA.

After tenure at Johns Hopkins University (Baltimore, Maryland) appointed Associate
Vice Provost at Emory Libraries (Emory University, Atlanta) in February 2009

Interview with new KM Section Chair Xuemao Wang

How did you get involved in IFLA?

I came to know IFLA when I became an academic librarian in China in the early 80's, but the actual involvement with IFLA started at 67 th WLIC 2001 in Boston where I gave a poster presentation for Metropolitan New York Library Council (METRO). In 2004, I joined Johns Hopkins University. With support and encouragement from Dean Winston Tabb, a long-time IFLA leader, I started to look for opportunities to participate in IFLA with service to a working committee. At the 2006 IFLA WLIC Seoul, I presented two research papers: one on a topic of comparative study on Open Access between China and US scientists www.white-clouds.com/iclc/cliej/cl23WangSu.htm and another on library management topic of developing future library leaders with global literacy in the context of cultural intelligence www.white-clouds.com/iclc/cliej/cl22WangSu.htm

Why did you join the KM section?

Before I went to IFLA WLIC Seoul, I looked for opportunities to serve on IFLA working committees. I had just completed years of ALA committee work, including chair of Asia and Pacific subcommittee. My experience with ALA taught me that the deep involve-ment with a professional association involves serving on a working com-mittee. Over the Seoul conference, I chose to sit in on a couple of IFLA sections' standing committee meetings. The KM section's discussion typically caught my interest as I realized that this is an emerging area, and it is also an area that libraries are challenged to find their niche. Libraries have been in the business of managing knowledge since their birth. However, when KM as a popular concept and a buzzword came out, not many people seemed to agree that the library is one of the key players. I hope IFLA's KM work can advance and advocate library's "KM agenda", help libraries to articulate their role in KM, and identify the niche for libraries in the big KM spaces.

It seems to be a long way from Chongquing, China to Emory, Atlanta. Can you tell us something about it?

My journey to America started with my desire to seek advanced graduate study in library and information science after I worked 10 years as an academic librarian in China. My brother came to the US before me to obtain his Ph.D. in Biomedical Engineering at Johns Hopkins University. With his encouragement and support, I came to the US in 1991.
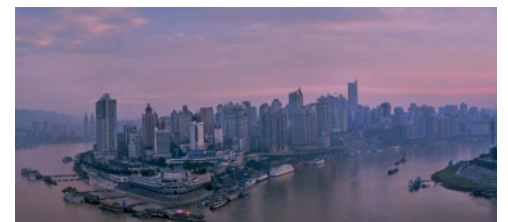
Chogquing sykline, from wikipedia

During my pursuit of education, I completed two master's degrees in library and information science with Kutztown University of Pennsylvania and University of South Carolina. After then, I have worked for four library organizations: Queens Borough Public Library, New York; Metropolitan New York Library Council; Johns Hopkins University and now Emory University. working at METRO, I also completed an

Xuemao's personal life

He lives with his wife Wendy in Atlanta's Dunwoody Area.

Their son Scott has graduated from University of Chicago and works for Mayor's Office of New York City.

Xuemao likes sports, not only watching, but also active.

He swims daily, plays basketball and ping pong.

He likes to explore different cultures, food and people while travelling.

He loves nature and music, and has a dog named April.

Xuemao playing Basketball

M.B.A. education with Hofstra University, New York. Over my studies and work with those diverse organizations, I have gained and came to greatly appreciate different perspectives from public, consortium, and academic/research libraries, and have developed my passion to work for educational and cultural institutions.

You set up the first multilingual library web portal for public lib-rarians in the US. How important is cultural diversity in your library work?

Libraries have a social responsibility to steward, disseminate, and preserve human knowledge and cultural heritage. The concept of diversity applies to many of fundamental duties of libraries, including collection of all-points-of-view, promotion of multilingual collections and services, and development of a diverse workforce that reflects the community that the library serves.

The WorldLinQ project of Queens Borough Public Library of New York is one of the early success in the mid '90s by using emerging Internet technology to fulfill the library's social responsibility. I am proud that I had the opportunity to lead a team to create such a wonderful project that continues to have a great impact on the local community.

How do you encourage Knowledge Sharing in your working environment?

Knowledge Sharing actually remains a big challenge for all types of organizations, and the Emory University Libraries are no exception.

To "encourage" and "formalize" knowledge sharing, you will need to establish some frameworks to ensure that it happens, and you will also need find a way to measure the success. A library is in the business of collecting, sharing and preserving knowledge. However, unlike other industries, the framework of process management and performance /success measurement have not been rigorously established.

In Emory's near future, we hope to achieve the following KM aspects of our Library Business Process Management initiatives:

1. identify, capture, and define key processes: not only those with "traditional" library existing work-flows, but with those "emerging" area work-flows, such as digitization, data curation, and knowledge management etc.
2. establish a performance measurement system includes key measurement indicators and metrics
3. establish a formal procedure or knowledge management system to capture and share knowledge
4. train/educate a learning-driven knowledge-based workforce

KM in Singapore

INTRODUCING INFORMATION SOURCES AND THEIR USES

to KNOWLEDGE MANAGEMENT STUDENTS

Those of us who have been in the information space for a long time and done a lot of hiring frequently encounter the disconnect between what is being taught in some of our information studies programs and what we need in our institutions.

When we were hiring a manager for our Institutional Repository we looked for someone to lead, develop and implement the project.

We thought we could find someone from the Knowledge Management space.   Wee Kim Wee School of Communications of Nanyang Techno-logical University includes a post graduate degree program in knowledge management, including masters in research (thesis required) and course-work   and a PhD part of the postgraduate program in Information Studies.

We interviewed several graduates of the local Knowledge Management post graduate program but the interviews ended when we asked them what they had actually done. We did successfully recruit a Singaporean KM practitioner but she does not have a degree in KM.

Since this problem is not unique to the KM program and because Singapore has a very small pool of talented information professionals, we shared our concerns with the information studies faculty. I think our complaining led NTU to approach me to teach a course which they call "Knowledge Sources and their Uses" and I   call information seeking and retrieval skills for KM students.

Judith Field's intro to the February 2009 KM Newsletter inspired me to say yes to this project

"A key element of a viable KM system is providing quick access and delivery of the needed information. This has always been a basic operating principle of librarians/information specialists. KM systems are no longer simply software/hardware systems but systems that have matured to be information management systems, designed to allow for strategic learning.   As I read the numerous announcement of various KM con-ferences and the growing number of articles discussing KM, the trans-formation of KM to more closely align with the principles of librarianships pleases me   (Judith Field, http://archive.ifla.org/VII/s47/pub/km-newsletter7-feb2009.pdf   retrieved 9 June 2009)"

Library at the City Campus
http://library.smu.edu.sg

The author Ruth W. Pagell

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I taught courses in business resources at what is now Drexel University's iSchool when working in Philadelphia and at library school at Clark-Atlanta University when working at Emory and welcomed the opportunity to get back into teaching. There are many classes specifically for geared to introduce information students to KM but I did not find anything that specifically addressed information skills for KM students.

I finally decided to use some of my old syllabi from teaching business information resources to librarians based on a mini-MBA model and having the students focus not only on learning the skills but also having them show me who how they can integrate the skills into their knowledge management program. My subject specialist staff is sharing the class with me, teaching sections such as KM Audit, e-government and legal issues.

The students come from a variety of industries from the expected IT companies to education, publishing and government. Some of them know the theory and others know the tools, but only one or two seem to understand the context.

Library at the Bukit Timah Campus
They seem to believe that knowledge falls from the sky or that knowledge and opinion are the same. Many miss the human factors in understanding the importance of the personal sharing component of KM and the importance of being able to clearly communicate to a senior manager.

We stress traditional information skills such as knowing your user needs, through a KM audit, information audit or reference interview and highlight the importance of incorporating external information with internal sources for analysis. Their final will question the traditional data-information-knowledge-wisdom hierarchy based on what they learned in the class. They are creating their own reading list using EndNote web as a knowledge-sharing tool.

The irony of teaching a KM course in a university using a traditional UK educational framework is that although they hired me to teach a specific, measurable skills, using information resources as new KM tools, I have to give them a paper-based final which accounts for enough of their grades that they can pass the course without showing us they learned the skills.

My take-away from teaching the course is the convergence of the two streams of study. Knowledge managers need the underlying library principles and skills and information workers need the skills and tools of knowledge management for us all to stay relevant in the 21st century knowledge economy.

Library at the Evans Campus

KM Conferences

International Conference on Information Society
i-Society 2010
28-30 June, 2010
London, UK
www.i-society.eu

11th European Conference on Knowledge Management
Universidade Lusíada de Vila Nova de Famalicão, Portugal
2-3 September 2010

The Impact of Technological Convergence and Social Networks on Information Management   http://by2010.bilgiyonetimi.net/

2nd International Symposium on Information Management in a Changing World
September 22-24, 2010, Ankara, Turkey